

**COMPUTER
ASSISTANT
GS-0335-06**

**INFORMATION
SYSTEMS**

I. POSITION AND ORGANIZATION INFORMATION**Position:**

Computer Assistant, GS-0335-06

Purpose of position:

The purpose of this position is to provide computer support and services to the organization.

Organization:

Information Systems Division

Organization goals:**II. MAJOR DUTIES****A. Duty (Critical):**

Serves as liaison to resolve processing inaccuracies and respond to information needs of customers. (12%)

Tasks:

1. Assists in the formulation of job requests based on customer description of product requirements; answers related technical questions.
2. Explains systems capabilities and output variations to users.
3. Makes recommendations to users on how to receive products more efficiently.
4. Coordinates with computer operators to determine system status or previously scheduled programs, or to adjust the priority of programs.
5. Notifies users of delays or stoppage affecting timely production, or subsequent dependent processing, and of the estimated time of completion.
6. Establishes workload priorities based on customer requests and system capability.
7. Resolves problems and answers difficult technical questions related to reviewing and participating in correction of preparation and control procedures which caused application processing delays.
8. Edits and reviews a variety of production jobs for subject matter users to ensure clarity and correctness of information.
9. Checks peripheral equipment to ensure that products are processed correctly.
10. Maintains logs of jobs resubmitted due to error or lack of clarity.
11. Distributes output according to established list of customers or in

response to special requests.

12. Insures proper controls and protection procedures are followed for classified products.

Selected Staffing KSAs:

A1, A2, A3, A4, A5

B. Duty (Critical):

Schedules production and one-time computer programs for processing on several computing systems. (12%)

Tasks:

1. Writes the daily schedule of computer jobs to be processed including both production and one-time runs.
2. Checks job control cards for correct job control language on all jobs submitted for processing. Returns jobs having control deficiencies to programmers.
3. Monitors job status to identify equipment abnormally terminated utilization status, to add jobs to fill the time vacated by abnormally terminated runs, to catch up on backlogs by adding to the schedule when computer resources are available, to shift jobs between computers when equipment failures occur, and to advise the user of job status and estimated completion time.
4. Works with computer operators to expedite processing throughout by upgrading job priority or changing the order of processing and to keep informed of job problems as soon as they occur.
5. Informs the user of problems and schedules job re-runs after user makes corrections.
6. Reviews production results to determine accuracy of schedules.

Selected Staffing KSAs:

A1, A2, A3, A4, A5

C. Duty (Critical):

Performs the full range of functions in the tape library to include the operation and management of peripheral computer storage media libraries. The libraries may include digital and/or analog tapes, magnetic and optical disks, and magnetic data cartridges. (12%)

Tasks:

1. Pulls tapes or other media requested for processing and delivers to designated location for operations.
2. Maintains sufficient levels of scratch tapes by reviewing listings of tapes identified for scratch. Removes labels, applies write rings, and files in proper location for subsequent use. Questions unusual scratch candidates.

Insures proper external labeling on all other media.

3. Maintains complete records and files reflecting the status of the media as to ownership, classification, location, and condition for the media library. Performs physical inventories of all media; adds and deletes media to and from the inventory as required.

4. Receives new media from manufacturer and incoming shipments of back-up dump tapes or other media from alternate sites. Verifies contents against manifest and verifies condition and/or readability.

5. Maintains a log of tapes or other media received and entered into backup storage system.

6. Hangs tapes in the appropriate location.

7. Handles classified data/tapes according to regulations and special procedures.

8. Maintains necessary records, receipts, and manifests; notifies supervisor of missing, lost, or damaged shipments.

9. Prepares and distributes reports to users of the media.

10. Pulls various dump tapes or other media identified for shipment and verifies volume/serial number against appropriate documents. Duplicates appropriate tapes or other media, prepares manifest, packs for shipment, and mails.

11. Assigns control numbers to new tapes by changing canister and, as required, runs initialization program to establish internal control number on tape.

12. Cleans, repairs, and erases tapes and maintains log of actions taken. Keeps media library clean and organized.

13. Determines need to replace tapes if condition indicates potential problems. Makes proper disposition of unserviceable media.

14. Recommends procedural changes in library operations to supervisor.

Selected Staffing KSAs:

A1, A3, A5'

D. Duty (Critical):

Maintains a local area network (LAN). Receives technical instructions from the information management office or the network administrator. (12%)

Tasks:

1. Acquires necessary hardware and software to ensure the system is functional.

2. Installs new/updated software and hardware which may involve complex wiring and hookups. May recommend hardware and software configurations to vendor or information management officer.
3. Establishes and maintains user accounts and login scripts, assigns passwords and group identification numbers to allow or restrict access to network users.
4. Updates and maintains accreditation packages for automated equipment.
5. Develops, updates, and maintains security operating procedures, provides security briefings to new users, and keeps supervisory levels informed on security changes and problems.
6. Troubleshoots software and hardware conflicts on LAN by performing systems diagnostics to determine if the problem is hardware- or software-related.
7. Performs systems maintenance including regular maintenance of the print server, communications server, and files server.
8. Resolves most operating problems and refers only the very unusual problems to appropriate level for solution.
9. Provides assistance to users on numerous software packages.
10. Instructs users in the access and usage of procedures developed to enable user-friendly operation of network and peripheral equipment.
11. Keeps current in information technology to maintain and update the network.

Selected Staffing KSAs:

A1, A3, A4, A6

E. Duty (Critical):

Provides practical support to computer specialists responsible for application program development and maintenance. (12%)

Tasks:

1. Codes applications programs in high level language from detailed logic charts and related information developed by computer specialists.
2. Draws basic program flow charts, applies appropriate coding language, assembles test data, initiates testing, debugs program, and submits user request with recommended finished module to specialist.
3. Follows specialist instructions to compile, test, and debug program by loading compiler, reviewing output, and making or suggesting corrections.
4. Writes program modules for extracting, sorting, reformatting, merging, etc. of a variety of input data and reports.

5. Prepares program documentation manuals for local records and distribution.
6. As assigned by specialists, performs some fact gathering, review of procedures, observation of work operations, and discussion of existing processes with subject matter specialists.
7. Makes recommendations to supervisor or higher level specialist.

Selected Staffing KSAs:

A1, A3, A4, A6

F. Duty (Critical):

As a customer service representative, provides guidance and assistance and performs technical support assignments to independently resolve hardware and software problems. (12%)

Tasks:

1. Resolves problems and answers technical questions related to improper input, procedures, instructions, database, or hardware problems.
2. Performs initial analysis on computer related problems to restore operability to systems by identifying problems, making mechanical adjustments, and taking similar actions to correct malfunctions.
3. Recommends preventive actions to preclude recurring problems or system inefficiencies.
4. Ensures that application packages satisfy individual user needs, are used to their full capacity by all appropriate organizational elements, and properly interface with other applications when required.
5. Maintains records related to hardware and software problems and repairs. Identifies recurring patterns/causes, summarizes information with recommendations, and prepares reports.
6. Resolves most operating problems and refers only the very unusual problems to appropriate level for solution.
7. Reviews troubleshooting instructions, control procedures, and maintenance checklists for validity. Recommends changes to help desk supervisor as necessary.
8. Assists users in the effective operation of the software and use of all available equipment.
9. Assesses training needs, coordinates to develop training, and advises and/or instructs users.

Selected Staffing KSAs:

A1, A3, A4

G. Duty (Critical):

Supports technical specialists by providing service in the areas of hardware installation and movement, maintenance, and property accountability. Independently provides in-house support for repair of selected hardware items. (12%)

Tasks:

1. Installs or moves new, updated, or repaired hardware. Performs configuration of hardware and components.
2. Insures installed equipment conforms to internal standards and work negotiated is complete. Records the temporary and/or permanent transfer of hardware.
3. Works with technical specialists to accomplish complete component testing/validation of hardware ranging from user items to resident host system. Adapts or develops new procedures or instructions based on past experience.
4. Responds to hardware-related problems and determines whether repair with vendor support or local assets are needed. Applies precedents and system flexibilities to resolve problems.
5. Performs system tests in accordance with the preventive maintenance program and completes the appropriate worksheets and reports.
6. Provides users basic maintenance training on hardware.
7. Conducts on-site visits to validate and check equipment status, e.g. confirms that items correspond to inventory, that they are used as specified, and that unauthorized modifications have not occurred. May also serve on team to conduct physical inventory for command levels.

Selected Staffing KSAs:

A1, A3, A4, A5

H. Duty (Critical):

Serves as the point of contact for accomplishing software resources installation, maintenance, supply, and accountability requirements. (16%)

Tasks:

1. Installs and configures software packages to include office automation, operating system, and special purpose software; removes software as required. Adapts or develops new procedures or instructions based on past procedures. Applies precedents and system flexibilities to resolve problems.
2. Loads appropriate printer drives for each software package to ensure compatibility with attached printer.
3. Performs system tests in accordance with the standard operating procedures for the preventive maintenance program and completes the appropriate worksheets and reports.

4. Maintains properly documented records of software property controls and up-grade transactions.
5. Manages the software inventory for the organization served. Records and files all original software disks after installation on the appropriate machines and registration of the license numbers.
6. Protects software developers copyrights and licensing agreements by control of software distribution and use.
7. Compiles and presents all information necessary to meet software inspection requirements.
8. Maintains systems computer manuals containing start-up instructions, system loading, and restart and recovery procedures.
9. As the technical representative for software compatibility and availability, advises customers on procedures to obtain software and sources of additional information, such as technical manuals and training sources.
10. Prepares software purchase requests, receives items ordered, and maintains required procurement records.

Selected Staffing KSAs:

A1, A3, A5

I. Other Work Requirements

1. The employee must obtain and maintain a Secret clearance.

III. KNOWLEDGES, SKILLS AND ABILITIES (KSAs)**A. Selected Staffing KSAs:**

1. Knowledge of information processing sequences, controls, and procedures
2. Knowledge of system access and control language
3. Ability to use and maintain computer systems, equipment, and software
4. Ability to meet and deal with customers using a high degree of tact and diplomacy
5. Ability to plan, organize work, and meet deadlines
6. Ability to communicate in writing

B. Basic Training Competencies:

1. Knowledge of information processing sequences, controls, and procedures
2. Knowledge of system access and control language
3. Ability to use and maintain computer systems, equipment, and software
4. Ability to meet and deal with customers using a high degree of tact and diplomacy
5. Ability to plan, organize work, and meet deadlines
6. Ability to analyze problems and to develop timely and economical solutions
7. Ability to communicate in writing
8. Knowledge of high level computer language

IV. CLASSIFICATION FACTORS

Factor 1. Knowledge**Level 1-4 (550 Points)**

1. - Knowledge of processing specifications, procedures, formats, and system parameters required to send jobs and resolve production problems.
 - Knowledge of terminology, codes, and abbreviations used in system documentation and instructions to interpret console output reports and to assure that processing is completed as planned or to detect the cause of halts.
 - Knowledge of a variety of systems operated and how changes/modifications to these systems affect the output products in order to assist users in resolving problems resulting from processing inaccuracies, erroneous input, etc.
2. - Knowledge of computer equipment capacity and speed for several hardware systems to schedule jobs in a manner that fully utilizes available computer resources by processing a maximum number of jobs within normal processing hours and to alter the schedule throughout the operating day as priorities and equipment resources availability change.
 - Knowledge of job priority categories and the standing procedures relevant to assigning priorities to jobs, in order to accept reject, or amend priority levels.
 - Knowledge of how the operating system software places incoming jobs in the queue, terminates the job when it is completed, and produces the output in order to amend control instructions, to adjust priorities, and to remove and re-enter jobs without loss of place in the queue.
 - Knowledge of system control languages in order to amend processing instructions coded on the run sheet, including job name, accounting data, programmer and job priority, and program input and execution statements.
 - Knowledge of processing specifications such as dependencies and planned halts for individual programs.
3. - Knowledge of the full scope of tape library functions, procedures, controls, methods, storage, issue, and quality control requirements.
 - Knowledge of backup tape storage system, rules, controls, etc. to initiate tape duplication, documentation, control and rotation of tapes in and out of on-site and off-site security vaults.
 - Knowledge of shipping procedures by type of carriers, the controls, records, and methods for preparation and receipt of shipments; ability to pack tapes to prevent damage and to receive, verify, and control incoming shipments, or to note and report shipment discrepancies by number, kind, shipper, or packing method.
 - Knowledge of the program contents and access methods of the automated media control system.

- Knowledge of job control language in order to update job streams designed by others and to adjust data definition and command variables.
- Additional lower level knowledge for recurring tape issuance, control, and inventory, and for equipment operating duties.
- 4. - Knowledge of local area network systems, equipment, software, and hardware to provide installation, maintenance, advice, and assistance in all computer-related areas.
- Knowledge and skill to apply appropriate applications and tools in the various software packages used.
- Knowledge and skill to establish, maintain, and revise data bases for use in various systems.
- Knowledge of computer technology hardware and software jargon to explain problem areas or receive instructions.
- 5. - Knowledge of the computer system hardware, software, and program capabilities and limitations to implement security procedures to ensure compliance with regulations.
- Knowledge of appropriate environmental conditions necessary for continuous operation and emergency procedures in case of security risk situations.
- 6. - Knowledge of rules, operating procedures, and processing methods to perform a wide range of information processing assignments and procedural problem solving.
- 7. - Knowledge of programming language to sufficient assist in testing, writing, modifying, and debugging computer programs.
- Knowledge of the terminology, codes, abbreviations, and graphics for preparing systems documentation or programs.
- 8. - Understanding of the capabilities and limitations of general use software products such as operating system software to resolve problems and assist in the day-to-day operations of the information processing functions.
- Knowledge of specialized commercial applications software and data processing documentation procedures to support users and produce user documentation for a variety of applications programs.
- Knowledge of communications aspects of the system to include modem use, communication software, and electronic mail procedures to advise and instruct users.
- Knowledge of standardized testing procedures for computer software.
- 9. - Knowledge of the capabilities and limitations of hardware components, equipment configuration to resolve problems and assist in the day-to-day

operations of the information processing functions.

- Knowledge of procedures for attaching or installing microcomputer hardware such as printers, monitors, keyboards, external floppy disk drives, video boards, facsimile (FAX) cards, internal tape backup units, removable hard drives, and external storage devices.
- Knowledge of testing procedures for microcomputer hardware. Knowledge and skill to diagnose, solve, and correct equipment operation problems and perform routine operator maintenance on equipment.

Factor 2. Supervisory Controls

Level 2-3 (275 Points)

The supervisor provides direction on objectives and priorities for new work, deadlines and deadline changes for new and established work. The employee identifies the work to be done, plans and carries out the steps required and submits completed work to users without supervisory review. The employee commonly adapts or develops new work procedures and instructions for application by self and others. The employee seeks supervisory assistance and discusses problems related to the work when processing requests appear to exceed system capacity or could have adverse effects on other processing requirements. Completed work is reviewed for conformity to deadlines and accepted practices. Work methods are not normally reviewed unless a recurring, common pattern of problems develops.

Factor 3. Guidelines

Level 3-2 (125 Points)

Guidelines are available in the form of manuals, regulations, operating instructions, and maintenance contracts. Selection of an appropriate guide is usually clear; judgment is required depending on the phase of work and the kind of product being requested. Deviations from guidelines which have not been established by experience and precedent actions are referred to the supervisor or higher graded employee.

Factor 4. Complexity

Level 4-3 (150 Points)

The employee performs a variety of tasks involving discrete methods and procedures, or a variety of related tasks requiring a sequence of actions involving different methods and procedures. Deciding what action to take results from studying each job order, assignment or processing problem situations. The employee identifies the sequence of standard and variable procedures and methods needed to prepare and process the request, or resolve error conditions.

Factor 5. Scope and Effect

Level 5-2 (75 Points)

The employee follows established procedures and methods in performing the work, which is often a part of a broader assignment or project. Results of the work are complete products or segments of other products or work processes. The work affects the accuracy of processing by providing the required tapes; applying complete control amendments; providing data contention and other potential conflicts during processing; and, coding according to specifications. Reliability and acceptability are affected by completion of the work within deadlines; ensuring against media and control related processing failures, and providing the requested output.

Factor 6. Personal Contacts **Level 6-2 (25 Points)**

Contacts are with specialists, employees of other agencies, or non-government organizations; contact with contractor representatives such as vendor repair technicians or customer engineers. The contacts are structured and routine. The role of each participant is readily determined.

Factor 7. Purpose of Contacts **Level 7-1 (20 Points)**

Contacts are to exchange factual information or to explain established work methods and processes.

Factor 8. Physical Demands **Level 8-1 (5 Points)**

The work is generally sedentary. There may be some walking, standing, bending, or carrying of light items requiring only moderate physical ability and stress.

Factor 9. Work Environment **Level 9-1 (5 Points)**

The work involves the common risks or discomforts, requiring normal safety precautions typically followed in works areas such as offices, meeting rooms, and libraries. The area is adequately lighted, heated, and ventilated. Employees in or adjacent to computer rooms may be within environmentally controlled areas and, although relatively cool, require only normal clothing to compensate for minor discomfort.

V. CLASSIFICATION SUMMARY

In this position:

- Duty A. 12% GS-0335-06 Computer Assistant
Production Control
- Duty B. 12% GS-0335-06 Computer Assistant
Scheduling
- Duty C. 12% GS-0335-05 Computer Assistant
Maintains Tape/Media Library
- Duty D. 12% GS-0335-06 Computer Assistant
Data Base/Systems/Network Support
- Duty E. 12% GS-0335-06 Computer Assistant
Support to Computer Specialists
- Duty F. 12% GS-0335-06 Computer Assistant
Customer Support
- Duty G. 12% GS-0335-06 Computer Assistant
Hardware Support
- Duty H. 16% GS-0335-06 Computer Assistant
Software Support

The classification criteria in this menu are based on the OPM, FES, Position Classification Standard for Computer Clerk and Assistant Series, GS-335, (TS 40) February 1980. References for auxiliary duties and titling instructions are the following US OPM Position Classification Standards and Guides: Grade Level Guide for Clerical and Assistance Work, (TS-91 dated June 1989); Office Automation Clerical and Assistance Series, GS-326 (TS-90 dated November 1990); Office Automation Grade Evaluation Guide (TS-100 dated November 1990); Typing and Stenography Grade Evaluation Guide (TS-100 dated November 1990); and the Introduction to the Position Classification Standards (TS-93 dated January 1990).

GS-06 Point range: 1105 - 1350

Total Point: 1230

Grade: GS-06